

## NDIS Roster & Engagement Coordinator

- Rouse Hill location
- SCHCADS Award 2010- Level 4
- Fixed-Term Full-Time (35 hours a week)

SydWest Multicultural Services is the leading community organisation connecting and empowering people of all cultures. Our purpose is Connecting Cultures & Building Communities. The values underpinning our work are Accountability, Collaboration and Excellence. Through person-centred services, representation and evidence development we are empowering individuals and building the social capacity of communities. The organisation focuses on people who are vulnerable and most in need across the life course. We have offices in Blacktown, Mt Druitt, Penrith and Rouse Hill.

We offer our staff many benefits such as flexible working arrangements, flexi-time and salary sacrifice packaging. For further information please check this link

<http://www.sydwestms.org.au/get-involved/employment-opportunities>

### **Role Overview:**

The NDIS Engagement & Rostering Coordinator is part of the NDIS Disability Services Division and is responsible for providing high quality and effective management of Disability Support Worker's (DSW's) and exceptional customer service support to NDIS Participants, ensuring DSW's are managed and supported efficiently by the effective management of NDIS Participants' schedules and rosters. This role will be a 1 year fixed-term full-time (35 hours a week).

### **Key Accountabilities:**

- Coordinating & overseeing all engagement tasks for NDIS Participants in the Individualised Support Program.
- Coordinate the collection of required financial & statistical reports.
- Coordinating & overseeing all rostering & Scheduling tasks for the NDIS Services Team.
- Ensure all rostering & scheduling requests are efficiently & effectively managed in consultation with SydWest's Participants' NDIS Plans and Roster of Supports.
- Promote a positive & professional image of SydWest to internal & external customers to ensure a best practice of customer service / customer experience.
- Exercise a high degree of sensitivity & confidentiality in supporting internal & external customers, ensuring each customer is treated with dignity & respect.
- Maintain high level of communication with all internal & external customers.
- Actively participate in a rotating on-call roster outside of normal business hours.
- Provide ongoing mentoring and support sessions to SydWest's NDIS Disability Support Workers.
- Adhere to Policies & Procedures related to the work being undertaken in order to ensure own & others safety in the workplace.
- Provide reports in a timely manner as requested by the NDIS Team Leader.
- Work Collaboratively with other team members and contribute to the development & operation of an efficient & effective NDIS Team.

### **Essential Criteria** *(needs to be addressed on a separate document)*

- Minimum Certificate IV Community Services.
- Minimum 2 years' experience in a Rostering / Scheduling or Customer Service role;
- Previous experience in managing & supporting direct care staff
- Knowledge of the NDIS and the NDIS Quality and Safeguards Commission.
- A strong customer service focus and the ability to interact positively with a wide range of people from diverse backgrounds including all levels of Management, staff, participants, and their families.
- Well-developed verbal and written communication skills to engage effectively with a broad audience;
- Excellent organisational/time skills to manage a busy schedule and juggle multiple priorities effectively and respond to changing work requirements efficiently;

- Excellent computer literacy skills in Microsoft Office programs, Client Management Systems, electronic mail and calendar;
- Well-developed clerical and numeric skills with high degree of attention to detail;
- Ability to negotiate and work through issues with initiative and provide solutions to issues as required;
- An awareness of relevant standards and guidelines;
- Current Driver's Licence, access to a fully registered motor vehicle with comprehensive car insurance;
- Satisfactory Working With Children Check & National Police Check or the willingness to obtain one.

**To apply for this position, please submit the following to the Human Resource Officer - Claudia Abou Chaaya at [hr@sydwestms.org.au](mailto:hr@sydwestms.org.au)**

- **Resume**
- **Cover letter**
- **Name and contact details for two professional referees**
- **A document clearly addressing how you meet each of the Essential Criteria**  
*(applicants who do not address the essential criteria will not be considered)*

**Applications close: Sunday 1 November 2020**

*SydWest MS adheres to the principles and practices of equal employment opportunity, workplace health and safety and is a child safe organisation.*